



# Three Common Mailroom Challenges and Three Achievable Solutions

June 9<sup>th</sup>, 2016

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2016 Federal Mail Education Forum



# Agenda

## 3 Common Challenges & 3 Innovative Solutions

- Inbound Supply Chain Optimization
- Efficient and Accurate Processing of Shipment Labels
- Enhanced System for Internal Door to Dock Shipment Distribution

## UPS and Sustainability

## Question & Answer



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# CHALLENGE: Inbound Supply Chain Optimization

## Typical processes for inbound shipments

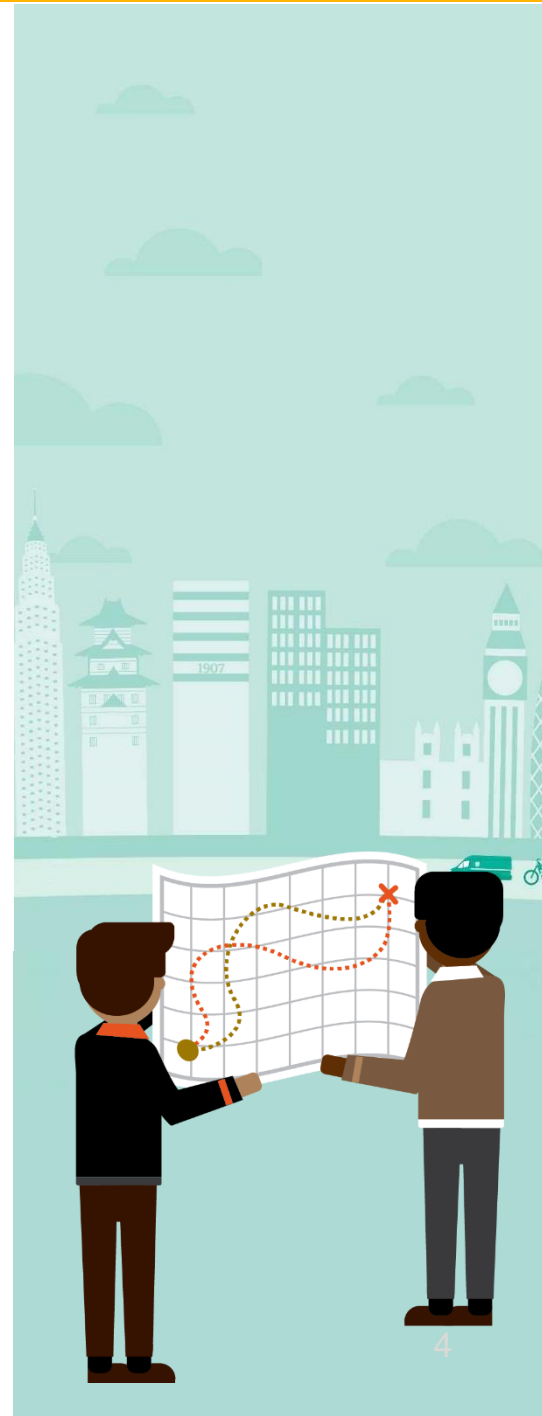
- Supplier uses their carrier of choice and bills the agency for delivery as an invoice line item
  - Charges are generally more than would be paid if billed on government program
    - E.g. Supplier charges \$75 for delivery, yet government cost is \$50 if sent under your account number
- Average agency loading dock receives delivery from 10-20 different carriers per day
- A large portion of mailroom and loading dock staff time is spent receiving and sorting inbound deliveries
- Limited visibility to what is coming in on a daily basis



# SOLUTION: UPS Inbound Supply Chain Control

UPS provides routing orders clearly guiding suppliers on how to process shipments with Ups and bill to receiver

- Government saves as much as 70% on inbound delivery costs through government program
- Full visibility for inbound shipments for staff planning
- Less trucks at the loading dock, saving time and money through efficiency and uniformity
- Aids in addressing consolidated deliveries for security scanning



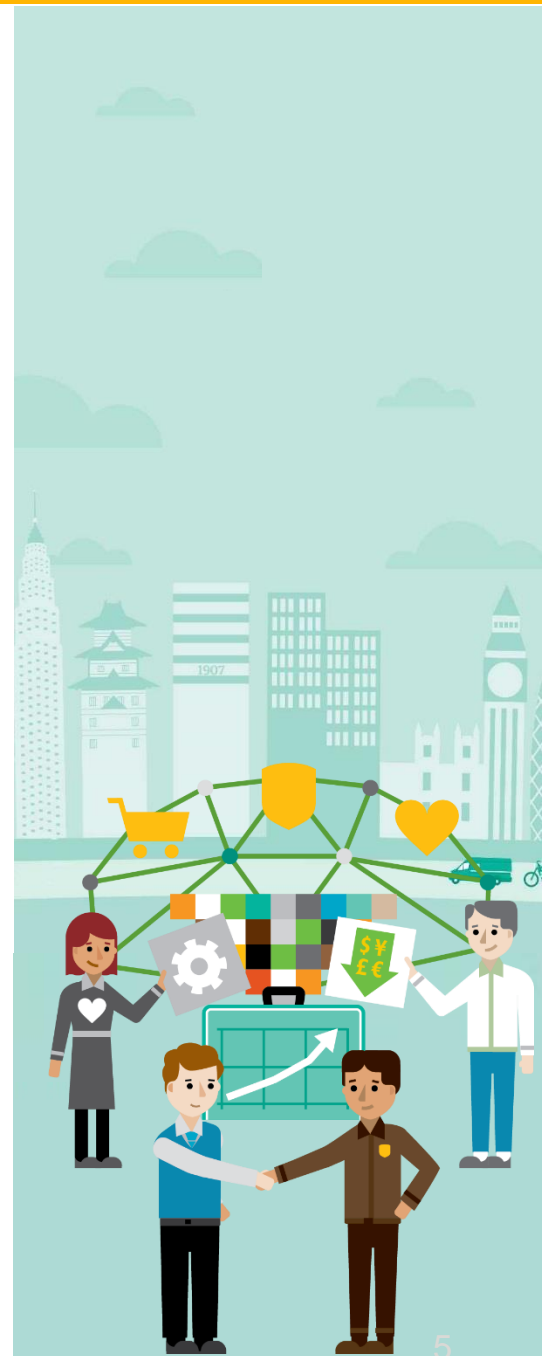
# SAVINGS: Lower Spend While Improving Service

Agency receives an average of 50 inbound shipments per day (33 ground / 17 air) with an average weight of 7 lb. per shipment

- Supplier daily cost estimate: **\$568.67** / **\$143,304**
- Agency daily cost estimate: **\$235.88\*** / **\$59,441\***

Estimated annual savings for this office: **\$83,863\***

**59% Savings with UPS Inbound Control Solution**





# VISIBILITY: UPS Inbound Supply Chain Dashboard

## Quantum View Manage

CombinedOutboundInboundThird PartyImports

Last Updated: 30/08/2013 12:59PM [Print](#) [Help](#)

Default Inbound View

Date Range: 23/08/2013 to 06/09/2013

PreferencesAlerts

Enter search text

Search All Fields

Apply Filters

### Summary of Inbound Shipments

	Number of Shipments and Total Weight						
Receiving Address	28/08/2013	29/08/2013	30/08/2013	03/09/2013	04/09/2013	05/09/2013	Total
<a href="#">UPS Customer 1</a>	<a href="#">16</a>	<a href="#">9</a>	<a href="#">29</a>	<a href="#">6</a>	<a href="#">2</a>	<a href="#">1</a>	102
	278.10 LB	65.40 LB	73.68 LB	16.00 LB	9.08 LB	1.00 LB	859.46 LB
<a href="#">UPS Customer 2</a>	<a href="#">5</a>	<a href="#">1</a>	<a href="#">1</a>	0	0	0	8
	94.70 LB	2.60 LB	0.10 LB	0 LB	0 LB	0 LB	97.50 LB
<a href="#">UPS Customer 3</a>	<a href="#">3</a>	<a href="#">1</a>	<a href="#">1</a>	0	0	0	14
	30.20 LB	4.00 LB	0.10 LB	0 LB	0 LB	0 LB	71.50 LB
Total Shipments	<a href="#">24</a>	<a href="#">11</a>	<a href="#">31</a>	<a href="#">6</a>	<a href="#">2</a>	<a href="#">1</a>	124
Total Weight	403.00 LB	72.00 LB	73.88 LB	16.00 LB	9.08 LB	1.00 LB	1028.46 LB

[Show Totals Only](#)



# CHALLENGE: Efficient and Accurate Processing of Shipment Labels

Existing two pronged approach

- Desktop shipping by user – Good!
- Mailroom delegation of shipment label – Area of Focus

SHIPMENT REQUEST FORM

SHIPPER INFORMATION  
NAME: David Johnson  
ADDRESS: 500 Federal St  
CITY: Washington  
STATE: DC  
PHONE: 202 555 - 7036  
REFERENCE NUMBER: PPX3765

CONSIGNEE INFORMATION  
COMPANY: Department of Energy  
CONTACT: Richard Hill  
PHONE: 703 423 9185  
ADDRESS 1: 129 Spring St  
ADDRESS 2: 6th floor  
CITY: Arlington  
STATE: VA  
POSTAL CODE: 22202  
COUNTRY: US  
SERVICE LEVEL: Ground



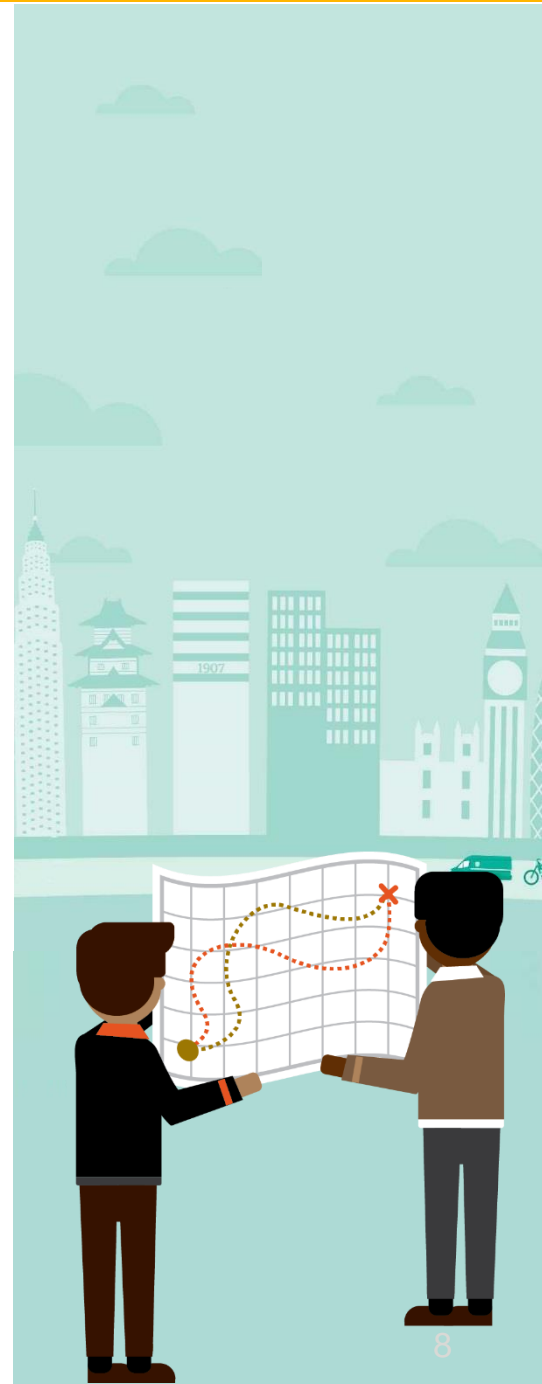
# SOLUTION: **Automate** with UPS

## Batch Import Processing

### Improved process flow

- Shipment requestor completes UPS import template
- Emails file to mailroom
- Mailroom staff easily imports file to UPS WorldShip
- Label is printed automatically
- Shipment notification with hyperlink is automatically sent to shipper and receiver if desired
- Reference numbers/cost codes are captured for precise reconciliation

SHIP FROM NAME	SHIP FROM ADDRESS	SHIP FROM CITY	SHIP FROM STATE	SHIP FROM PHONE	REF 1	SHIP TO COMPANY	SHIP TO CONTACT	SHIP TO PHONE	SHIP TO ADDR
DAVID JOHNSON	500 FEDERAL STREET	WASHINGTON	DC	2025557036	PPX3765	DEPARTMENT OF ENERGY	RICHARD HILL	7034239185	129 SPRING ST





# SAVINGS: Time Back for Other Requirements

Processing time reduced from 5 to 1 minutes per shipment

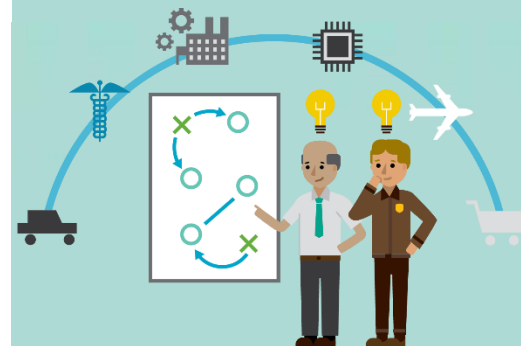
- For a mailroom processing 30 shipments per day, this can save you **2 hours** in shipment labeling time per day
- If you have a 200 shipment project to process, this solution could save you over **12 hours** of manual processing time
- No transcription errors mean less shipment delays and issues to resolve



# CHALLENGE: Internal Dock to Door Shipment Distribution

Increased security procedures has required the rapid consolidation of entire buildings and government campuses into a single loading dock & mailrooms

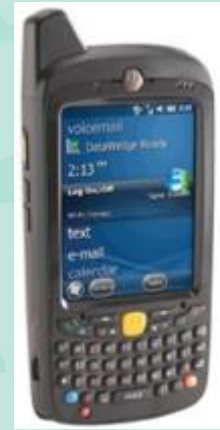
- Anyone ever seen one of these?



# SOLUTION: Automate with UPS Trackpad

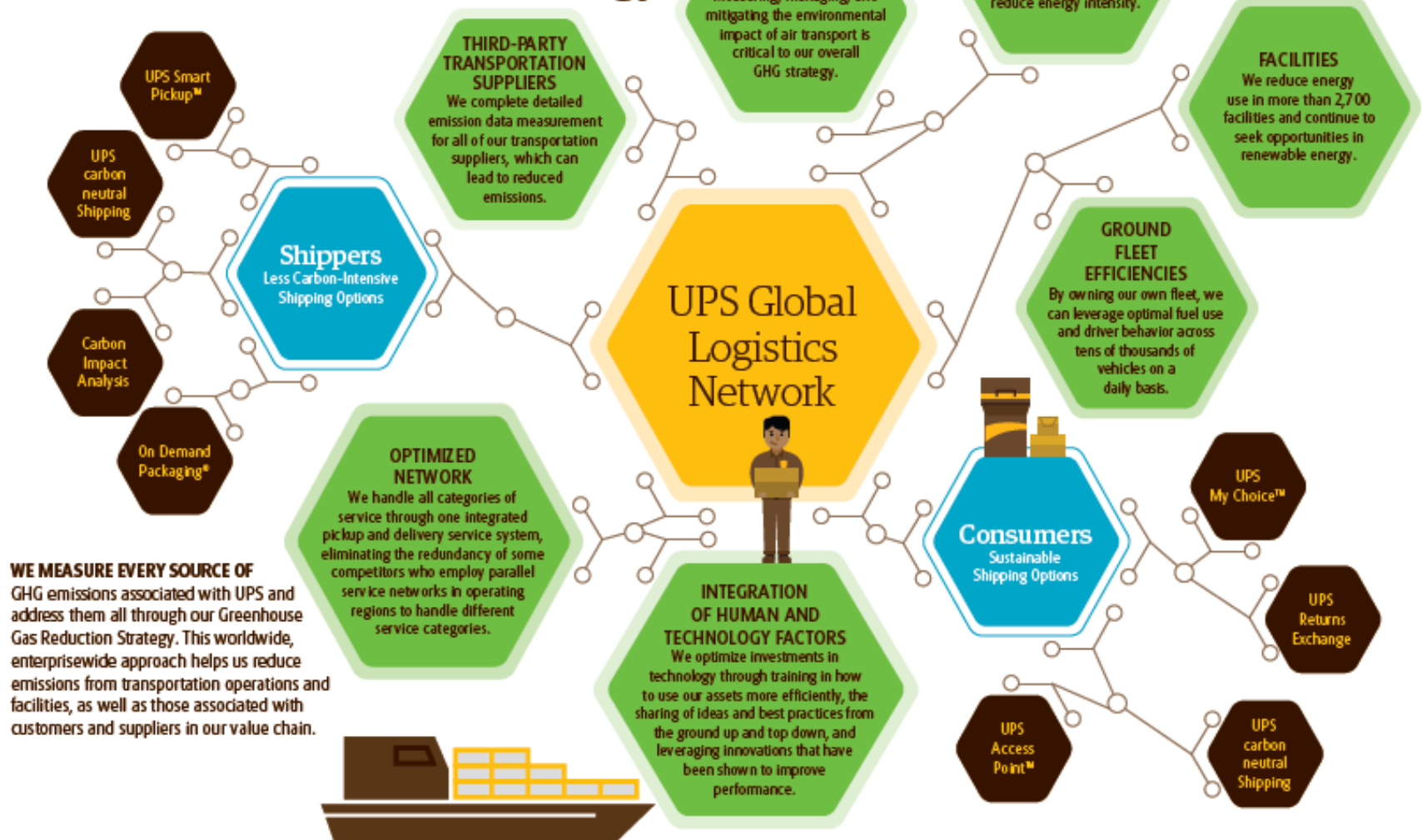
Be prepared for increased mailroom and loading dock flow with a best in class dock to desk solution

- Automated scan-based system for recording deliveries
- Internal distribution system for all carriers, even if they don't have a "smart" label
- Increased accuracy, accountability and efficiency from the scan of packages through delivery to end users
- Decreased number of lost packages and thereby lowering the costs associated with unnecessary processes
- Highly **sustainable** solution for reducing paper while staying organized





# A Global and Comprehensive Greenhouse Gas Reduction Strategy



**WE MEASURE EVERY SOURCE OF** GHG emissions associated with UPS and address them all through our Greenhouse Gas Reduction Strategy. This worldwide, enterprisewide approach helps us reduce emissions from transportation operations and facilities, as well as those associated with customers and suppliers in our value chain.



# Question and Answer



For more information on any of these solutions, please contact your UPS representative







Thank you

